

Complaint Tracking for CA (1/01/2005-1/31/2005). Total Customer Contacts: 29

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/06/05	STS customer states that he called in to 711 and asked agent to transfer to STS and the agent didn't say "transferring your call now...". The agent did transfer but didn't give any indication that call was being transferred. Customer stated that the other companies both Nordia and MCI say "transferring your call now" RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in and investigated further. Customer requested to be contacted back by email.	02/09/05	"CRS CA # ...TRANSFERRING" is what CRS agents are supposed to say. Reviewed procedure with agent and agent has better understanding of transfer procedures.
01/06/05	Customer states they gave a long message to the agent who responded "message garbled" Customer retyped message and agent hung up on the customer. Customer called back and go same agent and typed the number and message again Agent gave the response, "One moment please" and never came back on the line to complete the call. RCS response: Apologized for the inconvenience and assured that the complaint would be sent in so that it could be investigated further. Call back requested.	01/13/05	Agent does not recall this particular call but is aware of proper call-handling procedures. Follow up... Msg. left with apology.
01/08/05	Customer states that agents are deliberately hanging up on her after she gives them the nbr. to dial in her FD list.	01/08/05	Apologized for the problem and assured that a complaint would be sent in so that the problem could be investigated further. No call back requested.
01/08/05	Customer states that agents are deliberately hanging up on her after she gives them the number to dial in her FD list. RCS response: Apologized for the problem and assured that a complaint would be sent in so that the problem could be investigated further. No call back requested.	02/09/05	Talked to agent and the agent could not remember this specific call. Coached agent on being patient on calls and how to use Frequently Dialed Numbers list.
01/10/05	Customer states any time she gets a ca that has 4500 or more ID number her call gets disconnected. She let ca 4649F know to dial her dad's nbr. LD to WA and there was no response. She called back and got the same ca and again gave nbr. to dial and no response. She called back again and got ca 4617F and same thing happened. This only happens with these can's. What's going on? RCS response: Apologized for problem assured complaint would be sent in to investigate further call back requested.	02/10/05	Talked to Agents and neither remember the call. Coached both on being patient and not hanging up on customers that don't respond quickly.

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01/10/05	Customer called to complain that all her calls from Sprint relay operators are garbled. She says she has no trouble with MCI or Nordia operators. Apologized to customer. Suggested she adjust her volume. She said she had no volume setting. Follow up from account manager requested.	05/20/05	Called Customer. Verified no longer having any problems with garbling. CLOSED
01/11/05	Operator has no patience. She stated she was "tired of sitting here too long" and then the operator hung up on me. Thanked customer for info; will forward to supervisor for follow up. No follow up needed.	01/10/05	Spoke with agent. She does not remember this call at all. She stated she would never do these things. Coached agent on importance of patience and following the customers requests.
01/11/05	Customer states the Sprint California S2S service needs to update their records with the correct number for Sprint S2S not MCI S2S number. Apologized to customer, informed that complaint would be forwarded to the correct person for updating of information in agent station guides (PRG's)	01/11/05	Forwarded complaint to Trainer. Information updated in PRG's to reflect correct California Speech-to-Speech number.
01/12/05	Speech-to-Speech customer questioning policies regarding a third person (other then the relay opr.) being able to assist with a call when he was calling another S2S user that has an electronic speaking device. Apologized to customer. Caller wants follow up at email address provided addressing our policies. Faxed a hard copy to A.M. of more detailed contact also.	01/12/05	Verified Sprint policy. Sent email to customer stating Speech-to-Speech user makes the determination if another person can help with the call. The Speech-to-Speech agent should have allowed assistant or helper to assist you with the call. Agent coached.
01/13/05	VCO User to Spanish relay (888 877 5381) asked 4 name on FD list, CA asked what nbr. r u calling, customer again gave name on FD list, CA took long time B4 dialing out, CA's don't know how to use FD list On LD call CA asked what LD COC, customer said Sprint 4 Relay calls, CA asked who's our LEC, customer said Verizon, CA ask do u have Id with Verizon, when coming back CA said Verizon had turned down the LD call, Why are CA's asking? Not following info in call notes showing Sprint and FD list	02/09/05	Reviewed how to use Frequently Dialed Numbers list with agent. Agent was coached.
01/14/05	The customer said the agent did not keep her informed during a recording. For example, the agent did not let the customer know that she was entering information to get to the requested extension. The agent responded with, "It is not part of my training."	01/14/05	We have no agent that matches this ID number.

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01/16/05	Customer called to report that the agent did not follow the instructions in the customer database. The agent also did not follow notes regarding the answering machine procedures and was rude when customer asked if the notes were clear. Apologized to customer. Follow up by supervisor requested.	01/16/05	Agent did not remember the incident. Agent coached on the importance of following the database instructions. Procedures reviewed with agent to insure clear understanding.
01/17/05	VCO user complains agent misdialed to a #. He tried to inform the agent but got no response. Apologized for problem and let customer know I would inform the agent supervisor for follow up. Let customer know about Sprint free LD promotion. No contact.	01/17/05	Spoke to agent who said that there was never an interruption while dialing out. She said she was aware that she would stop typing if he was trying to interrupt. Coached agent on following customers requests.
01/21/05	CA TTY user complains the repeated automatic macro that sends operators ID when call is terminated is infinitely irritating and prevents her from the same capabilities hearing have, wasting her time, preventing her from catching a hearing caller who hung up before she was done speaking. I apologized for the problem and let her know I would inform the CRS Account Manager for follow up. Customer does want follow up.	02/04/05	Account Manager called and left msg. with customer explaining requirement for CA to send macro ID at START and END of call. Apologized for any inconvenience and asked for a call back if further follow up required.
01/24/05	VCO customer states that this agent did not handle her call well at all. The agent typed garbled message and did not keep her informed when redialing the number. Customer is very unsatisfied with Sprint relay service. RCS response: Thanked the customer for letting us know and assured that the complaint would be sent in as stated. No call back was requested	02/01/05	CA didn't remember this specific call but I coached her on VCO and made sure she understood call procedures.
01/24/05	Customer Complaint: Customer called to son's school to leave message to excuse him from school today. The message was typed, but the line disconnected. Now the parent is going to have to drive to the school to speak to them in person, because agent disconnects the call. Customer Service response: I apologized for the inconvenience and told her the report would be sent to the supervisor. No follow up requested.	01/24/05	Agent coached on importance of leaving complete messages reviewed procedures. Will be careful in the future to follow through with customer's requests.

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01/25/05	VCO cust. reports agent kept saying she couldn't hear VCO ask to repeat over & over again agent called wrong number agent did not respond when VCO asked a question about 800 number reached spent 30 mins on call finally a super needed to process call agent needs to be trained very unhappy with Sprint CRS when will agents be trained? problems every time calls to Sprint CRS VCO number never wants to use Relay again due to Calif. agents (apologized for problem) Customer requests contact.	02/01/05	Spoke with agent, she does remember call. Said she had to call a supervisor over to help her. She was not clear on the regional 800 override. Coached agent on process. Called customer and apologized and explained agent was coached.
01/25/05	Customer called in and stated that a CA (unknown #) from Speech-to-Speech was rude to him, laughing at him because of his speech, and cursed at him. This customer requests that all CA's in STS be retrained before they are allowed on the phones. RCS apologized to the customer and assured him this would be taken care of by the appropriate person(s). Customer requests follow up from Account Manager.	01/25/05	All agents are already in the process of being trained for speech to speech. AM spoke with customer. Issues resolved.
01/26/05	CA TTY user complained agent mis-dialed a number. Customer feels agents are incompetent and do not use diction. Apologized for problem. Customer does want written contact from account manager.	02/24/05	Referred to Team Leader for coaching. Agent explained hang up as pressing the wrong key accidentally. Following up with agents to use proper techniques in order to pace customers to insure typing accuracy and speed.
01/27/05	A CA VCO customer called to say that the agent dialed the wrong number three times RCS: Apologized for the handling of the call No Response requested	01/27/05	Coached agent on double checking data entry.
01/27/05	A CA VCO customer called to say that agent did not announce the call as he requested and dialed wrong number RCS: Apologized for the handling of the call. No Contact requested	01/27/05	Coached agent on calling procedures.
01/27/05	A CA VCO customer called to say agent did not announce call as I requested and dialed wrong numbers RCS: Apologized for handling of the calls No contact requested	01/27/05	Coached CA on verifying number entered. Double verify.
01/27/05	A CA VCO customer called to say that the agent did not announce the call as I requested and dialed wrong numbers	01/27/05	Had discussion with agent on verifying number. Agent coached.
01/27/05	A CA VCO customer called to say that agent did not announce his call as he had requested and dialed wrong number.	01/27/05	Agent coached on verifying number.
01/27/05	A CA VCO customer called to say that agent did not announce his call as he had requested and dialed wrong number No contact requested	01/27/05	Coached agent on making sure the number provided by the customer is correct.

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01/27/05	A CA VCO customer called to say that the agent did not announce his call as he had requested and dialed wrong number.	01/27/05	Agent coached..went through VCO call procedures with CA.
01/29/05	A California VCO user called to complain that agent 4618M did not follow her instructions and that agent asked what carrier to use even though she had the carrier in her notes. Apologized to the customer. Customer did not wish a call back	01/29/05	Agent ID not verified. Agent assigned ID number no longer works here. Terminated after complaint date.
01/31/05	Customer Complaint: Calling uncle who is VCO, agent would not place call, would not call supervisor, asked to be transferred to customer service and refused to transfer call. Did not like how CA read phone # back to him and using a pen so she could write it down. Also head background talking and laughing. Agent did not give the ID number, and said the call was a crank call. Report taken by relay agent on relief, apologized to customer and told them report would be sent. Follow up requested.	01/31/05	Talked with Customer Service supervisor. No way to track CA if no CA ID number given. Apologized to customer.
01/31/05	VCO user spoke to the person she called later in the day and that person stated "the agent was very very rude, the operator didn't say it was you, I didn't know it was you Dorothy." Apologized to the customer and explained that the agent cannot announce the callers name unless instructed to do so. Caller said she did not give this instruction. The second time the caller let the operator know who was calling, and thought maybe the agent didn't understand. No follow-up requested.	01/31/05	Spoke with agent, he does not remember call. Coached agent on specific person request.